



Life Cycle Logistics Workforce Category

LOGISTICS COMMUNITY OF INTEREST

1910 QUALITY ASSURANCE SERIES
Competency-Based Learning Map and Training Strategy

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Competency-Based Learning Map Overview

The United States Marine Corp (USMC) Logistics Community of Interest (COI) developed this competency-based learning map to support 1910 Quality Assurance series professional development of technical competencies and training. This learning map is organized by a group of competencies, which together define successful performance in the 1910 Quality Assurance series. Competency-based learning maps are essential resources for career development and useful for identifying the knowledge and skillsets needed to meet and/or enhance their skills in this occupational series.

Learning maps are comprised of several components, described in Table 1 below:

Table 1. Components of a Competency-Based Learning Map

Competency Titles and Definitions	Describe the capabilities required within a particular position or job role.
Proficiency Targets	Define different levels of required performance (Entry, Journeyman, and Expert) within a competency area.
Behavioral Indicators (BIs)	Examples of activities performed by an individual that illustrate how a competency is demonstrated at varying levels of proficiency: Entry, Journeyman, and Expert.
Training	<p>Mandatory: Training required to be completed based on Federal, State, or Marine Corps requirements/regulations.</p> <p>Recommended: Core, Core-Plus, and Sustainment training identified to enhance performance in competency areas.</p> <ul style="list-style-type: none">• <i>Core:</i> Initial training that all personnel should have in related position from entry to senior levels.• <i>Core-Plus:</i> Advanced training that is necessary for career progression that all mid-senior personnel should have in addition to the core training. Core-Plus training is recommended for personnel from General Schedule (GS)-11 to GS-14.• <i>Sustainment:</i> Training intended to maintain credentials or a good training course to have, but not necessary for career advancement.

Quality Assurance Series Defined

This series includes all positions the duties of which are to perform, administer, or advise on work concerned with assuring the quality of products acquired and used by the Federal Government. The work of this series involves: (1) the development of plans and programs for achieving and maintaining product quality throughout the item's life cycle; (2) monitoring operations to prevent the production of defects and to verify adherence to quality plans and requirements; and (3) analysis and investigation of adverse quality trends or conditions and initiation of corrective action. The duties of these positions require analytical ability combined with knowledge and application of assurance principles and techniques, and knowledge of pertinent product characteristics and the associated manufacturing processes and techniques.

Competency Areas

Ten competencies have been identified for the successful performance in the 1910 series:

- | | | |
|---|----------------------------------|---------------------------------------|
| 1. Systems Evaluation | 5. Product Test & Evaluation | 9. Statistical Analysis |
| 2. Risk Assessment | 6. Scientific Analysis | 10. Technical Requirements Management |
| 3. System Reliability & Maintainability | 7. Manufacturing Process Control | |
| 4. Design Documentation Review | 8. Quality Assurance | |

Proficiency and Skill Band Definitions

The Proficiency Rating Scale (Table 2) below details the rating given for each level of proficiency and its corresponding definition. Proficiency levels describe the degree of competency required to perform a specific job successfully; these levels relate to the work required for a specific job. Different jobs require different levels of proficiency for successful performance. The proficiency levels provided in this learning map indicate the minimum proficiency target for successful performance.

Table 2. Proficiency Rating Scale

1	Basic	No Proficiency	Conceptual Knowledge Only/No Experience
2	Applied	Low Proficiency	Able to Apply with Help
3	Intermediate	Moderate Proficiency	Able to Apply Autonomously
4	Advanced	High Proficiency	Proficient/Able to Help Others
5	Expert	Very High Proficiency	Expert Knowledge

The USMC COIs have outlined a career progress structure that more accurately reflects the change in your abilities and responsibilities over time. That structure is called the Skill Level Structure (Table 3). It is associated with each occupational series and follows you from the time you are an entry-level employee until you attain the level of a management employee. Career progress in the USMC has traditionally been based on the federal government pay schedule system. The ratings within the pay schedule system are associated with Job Skill Levels:

Table 3. Skill Level Structure

Job Skill Level	Definition	Pay Plan	Beginning Grade	Target Grade
1	Entry	GS	7	9
2	Journeyman	GS	11	12
3	Expert	GS	13	14

Behavioral Indicators (BIs)

It is important to define how competencies are manifested at different skill levels. Behavior Indicators are on-the-job examples of behaviors and activities that illustrate how a competency is demonstrated at varying skill levels and provide an objective description of the behavior that can be observed in an individual as evidence that they either have or do not have the skills at the required level needed for the competency. These are examples of what the competency could look like at varying skill levels and are not inclusive of all behaviors demonstrating the competency for each skill level. This information is provided as a tool to help guide evaluations of employee proficiency; however, it should not be used as a checklist for employees' behaviors.

Certifications and Training

Certifications are a practical option for formalizing a specific competency or skillset. The Logistics COI has identified several certifications (Table 4) that are applicable to the 1910 series. While these certifications are not required, staff are encouraged to complete these programs to improve and formalize their skillsets. However, some certifications below may be required according to your command and billet. Work with your supervisor to ensure you meet command certification training requirements.

Table 4. Certifications

Certification / Program	Vendor
CPI Yellow, Green, and Black Belt	USMC/USN
Internal and Lead Auditor	IRCA
DAWIA Quality Assurance Specialist Level I-III	DAU
Position Specific Certifications (as applicable)	Installation Specific

The Core and Core-Plus training courses (Tables 5 and 6) are recommended and may not be inclusive of all training available. These courses are aligned to competencies throughout the learning map. Training titles and vendors are subject to change as the courses evolve. Additionally, there are several external resources (Defense Acquisition University (DAU), MarineNet, Learning Tree, Lynda.com, etc.) that provide a variety of training opportunities available to all personnel for professional knowledge and skill enhancement.

Table 5. 1910 Core Training (All Levels)

Core Training	
<ul style="list-style-type: none"> • ACQ 101 Fundamentals of Systems Acquisition Management • AUDT7011G Audit Evidence and Documentation • Basic Blueprint Reading • CLB 007 Cost Analysis • CLB 011 Budget Policy • CLB 026 Forecasting Techniques • CLC 011 Contracting for the Rest of Us • CLC 024 Basic Math Tutorial • CLE 004 Introduction to Lean Enterprise Concepts • CLE 007 Lean Six Sigma for Manufacturing • CLE 015 Continuous Process Improvement Familiarization • CLL 001 Life Cycle Management and Sustainment Metrics • CLL 004 Life Cycle Logistics for the Rest of Us • CLL 005 Developing a Life Cycle Sustainment Plan (LCSP) • CLL 008 Designing for Supportability in Department of Defense (DoD) Systems • CLL 011 Performance Based Life Cycle Product Support (PBL) • CLL 012 Supportability Analysis • CLL 015 Product Support Business Case Analysis (BCA) • CLL 030 Reliability Centered Maintenance • CLL 032 Preventing Counterfeit Electronic Parts from Entering DoD Supply System • CLL 037 DoD Supply Chain Fundamentals • CLL 040 Business Case Analysis Tools • CLL 041 Life Cycle Cost (LCC) Analysis Tools • CLL 062 Counterfeit Prevention Awareness • CLM 005 Industry Proposals and Communication • CLM 017 Risk Management 	<ul style="list-style-type: none"> • CLM 037 Physical Inventories • CLM 103 Quality Assurance Auditing • CON 121 Contract Planning • CON 124 Contract Execution • CON 127 Contract Management • ENG 101 Fundamentals of Systems Engineering • Fundamentals of Defense Supply Chain Management (SCM) • ISO 9001 Internal Auditor • LOG 101 Acquisition Logistics Fundamentals • LOG 102 Fundamentals of System Sustainment Management • LOG 103 Reliability, Availability, and Maintainability (RAM) • MGMT 1310 Introduction to Quality Assurance • MGMT 1315 Define and Measure • MGMT 1320 Analyze, Improve, Control • PQDR 101 • PQDR Originating Point Duties • PQDR Root Cause Analysis • PQDR Screening & Action Point Duties • PQM 101 Production, Quality, and Manufacturing Fundamentals • Root Cause Analysis • STAT7001A Practical Statistics • STAT7100D Introduction to Statistics • SYS 101 Fundamentals of Systems Planning, Research, Development, and Engineering • TTL 006 Logistics Test and Evaluation • WSL 003 Reliability and Maintainability (R&M) For Logisticians

Table 6. 1910 Core-Plus Training (GS 11-14)

Core-Plus Training	
<ul style="list-style-type: none">• ACQ 202 Intermediate Systems Acquisition Part A• ACQ 203 Intermediate Systems Acquisition Part B• AUDT8021G Assessing Controls in Performance Audits• CLL 201 Diminishing Manufacturing Sources and Material Shortages (DMSMS) Fundamentals• ISO 9001 Certified Lead Auditor Training• LOG 200 Product Support Strategy Development, Part A• LOG 201 Product Support Strategy Development, Part B• LOG 204 Configuration Management	<ul style="list-style-type: none">• LOG 235 Performance Based Logistics• LOG 340 Life Cycle Product Support• LOG 350 Enterprise Life Cycle Logistics Management• MGMT 1340 Quality Assurance Philosophy• MGMT 1350 Quality Assurance Tools• MGMT 1360 Advanced Quality Assurance Process• PQM 201A Intermediate Production Quality and Manufacturing• PQM 201B Intermediate Production Quality and Manufacturing• PQM 301 Advanced Production Quality and Manufacturing• WSL 007 Intermediate Supportability Test and Evaluation

Competency Model

A competency model is a group of competencies that together define successful performance in a particular occupation. The Logistics COI has adapted this model from the DoD Defense Civilian Personnel Advisory Service for the 1910 series. The competency model, to include definitions, corresponding BIs, minimum proficiency target levels, and training has been provided in the charts below.

Quality Assurance - Competency and Training Mapping

COMPETENCY	DEFINITION			
1. Systems Evaluation	Evaluates the tools, processes, and metrics of a system and its ability to satisfy customer requirements, expectations, capabilities, and prescribed standards.			
MINIMUM PROFICIENCY TARGET LEVELS				
Job Skill Level 1: Entry GS 7/9		Job Skill Level 2: Journeyman GS 11/12	Job Skill Level 3: Expert GS 13/14	
2		3	4	
BEHAVIORIAL INDICATORS				
Entry	<ul style="list-style-type: none">• Recommends modifications to existing quality or production standards.• Collaborates with stakeholders to monitor programs to identify project limitations, capabilities, performance requirements, and interfaces.• Verifies system functions, performance, and outputs using evaluation criteria.• Audits system performance data.• Knowledge of the required systems specifications and standards.			
Journeyman	<ul style="list-style-type: none">• Recommends and implements modifications to existing quality or production standards.• Reviews project limitations, capabilities, performance requirements, and interfaces.• Evaluates system functions, performance, and outputs using evaluation criteria and provides recommendations for corrective actions.• Analyze and report system performance data.• Ensures adherence to required systems specifications and standards.			
Expert	<ul style="list-style-type: none">• Approves modifications to existing quality or production standards.• Approves and implements system functions, performance, and outputs.• Plans, develops, and administers programs and advises stakeholders.• Collaborates with stakeholders to report system performance data.• Oversees compliance with required systems specifications and standards.			
TRAINING				
COURSE		VENDOR	SKILL LEVEL	TYPE
ACQ 101 Fundamentals of Systems Acquisition Management		DAU	1,2,3	Core
AUDT7011G Audit Evidence and Documentation		Graduate School USA	1,2,3	Core
CLL 001 Life Cycle Management and Sustainment Metrics		DAU	1,2,3	Core
CLL 005 Developing a Life Cycle Sustainment Plan (LCSP)		DAU	1,2,3	Core
CLL 011 Performance Based Life Cycle Product Support (PBL)		DAU	1,2,3	Core
CLL 012 Supportability Analysis		DAU	1,2,3	Core
CLL 015 Product Support Business Case Analysis (BCA)		DAU	1,2,3	Core
CLL 037 DoD Supply Chain Fundamentals		DAU	1,2,3	Core
CLL 040 Business Case Analysis Tools		DAU	1,2,3	Core
CLL 041 Life Cycle Cost (LCC) Analysis Tools		DAU	1,2,3	Core
CLM 005 Industry Proposals and Communication		DAU	1,2,3	Core
CLM 103 Quality Assurance Auditing		DAU	1,2,3	Core

Fundamentals of Defense Supply Chain Management (SCM)	ALU	1,2,3	Core
LOG 101 Acquisition Logistics Fundamentals	DAU	1,2,3	Core
LOG 102 Fundamentals of System Sustainment Management	DAU	1,2,3	Core
ACQ 202 Intermediate Systems Acquisition Part A	DAU	2,3	Core-Plus
ACQ 203 Intermediate Systems Acquisition Part B	DAU	2,3	Core-Plus
AUDT8021G Assessing Controls in Performance Audits	Graduate School USA	2,3	Core-Plus
CLL 201 Diminishing Manufacturing Sources and Material Shortages (DMSMS) Fundamentals	DAU	2,3	Core-Plus
LOG 200 Product Support Strategy Development, Part A	DAU	2,3	Core-Plus
LOG 201 Product Support Strategy Development, Part B	DAU	2,3	Core-Plus
LOG 235 Performance Based Logistics	DAU	2,3	Core-Plus
LOG 340 Life Cycle Product Support	DAU	3	Core-Plus
LOG 350 Enterprise Life Cycle Logistics Management	DAU	3	Core-Plus
WSL 007 Intermediate Supportability Test and Evaluation	DAU	2,3	Core-Plus

Quality Assurance - Competency and Training Mapping

COMPETENCY	DEFINITION			
2. Risk Assessment	Identifies and documents vulnerabilities and threats to minimize the risk or reduce the severity or probability of occurrence.			
MINIMUM PROFICIENCY TARGET LEVELS				
Job Skill Level 1: Entry GS 7/9		Job Skill Level 2: Journeyman GS 11/12	Job Skill Level 3: Expert GS 13/14	
2		3	4	
BEHAVIORIAL INDICATORS				
Entry	<ul style="list-style-type: none">• Knowledge of production and service processes for risk management strategies.• Identifies and analyzes product or service deficiencies for corrective action.• Collects quality data to detect unsatisfactory trends or weaknesses in the stakeholders’ quality or inspection system.• Participates in surveillance audits.• Collects program metrics to assess progress of quality controls for mitigating risks.• Collects data on threats and vulnerabilities for product or service quality.			
Journeyman	<ul style="list-style-type: none">• Assesses production and service processes to recommend risk management strategies.• Verifies by test or inspection that products and services offered to the government comply with contractual requirements before they are accepted.• Analyzes quality data to detect unsatisfactory trends or weaknesses in the stakeholders’ quality or inspection system.• Reports and recommends product and service suspension if defects are present.• Performs quality surveillance audits.• Monitors program metrics to assess progress of quality controls for mitigating risks.• Analyzes and evaluates data on threats and vulnerabilities regarding product or service quality.			
Expert	<ul style="list-style-type: none">• Verifies and suspends internal use of products and services.• Reviews quality surveillance results, report findings, and makes recommendations.• Validates trends or weaknesses in the stakeholders’ quality or inspection system and recommends corrective actions.• Develops, modifies, and updates surveillance schedules.• Reports program metric results to mitigate risks.• Provides advice to decision makers on threats and vulnerabilities regarding products or service quality.			
TRAINING				
COURSE		VENDOR	SKILL LEVEL	TYPE
AUDT7011G Audit Evidence and Documentation		Graduate School USA	1,2,3	Core
CLE 004 Introduction to Lean Enterprise Concepts		DAU	1,2,3	Core
CLE 007 Lean Six Sigma for Manufacturing		DAU	1,2,3	Core
CLE 015 Continuous Process Improvement Familiarization		DAU	1,2,3	Core
CLM 017 Risk Management		DAU	1,2,3	Core
CLM 103 Quality Assurance Auditing		DAU	1,2,3	Core
AUDT8021G Assessing Controls in Performance Audits		Graduate School USA	2,3	Core-Plus

Quality Assurance - Competency and Training Mapping

COMPETENCY	DEFINITION			
3. System Reliability and Maintainability	Develops requirements to examine and/or evaluate, throughout its life-cycle, the ability of a system, sub-system, or component to perform its required functions under stated conditions for a specified period of time.			
MINIMUM PROFICIENCY TARGET LEVELS				
Job Skill Level 1: Entry GS 7/9		Job Skill Level 2: Journeyman GS 11/12	Job Skill Level 3: Expert GS 13/14	
2		3	4	
BEHAVIORIAL INDICATORS				
Entry	<ul style="list-style-type: none">Collects data to determine whether systems or processes have met established reliability and maintainability criteria.Knowledge of customer requirements and product characteristics.Performs product inspections to validate pre-established protocols.Conducts reliability and maintainability testing.			
Journeyman	<ul style="list-style-type: none">Analyzes data to identify root causes of production problems.Coordinates with stakeholders on customer requirements and product characteristics.Knowledge of reliability and maintainability objectives.Coordinates the implementation or scheduling of reliability and maintainability testing.Coordinates product inspections using pre-established protocols.			
Expert	<ul style="list-style-type: none">Advises stakeholders on quality issues as it relates to reliability and maintainability.Enforces and implements reliability and maintainability objectives.Establishes reliability and maintainability metrics.			
TRAINING				
COURSE		VENDOR	SKILL LEVEL	TYPE
CLL 001 Life Cycle Management and Sustainment Metrics		DAU	1,2,3	Core
CLL 008 Designing for Supportability in DoD Systems		DAU	1,2,3	Core
CLL 011 Performance Based Life Cycle Product Support (PBL)		DAU	1,2,3	Core
CLL 030 Reliability Centered Maintenance		DAU	1,2,3	Core
ENG 101 Fundamentals of Systems Engineering		DAU	1,2,3	Core
LOG 103 Reliability, Availability, and Maintainability (RAM)		DAU	1,2,3	Core
PQDR Root Cause Analysis		NKO	1,2,3	Core
Root Cause Analysis		Euroquest	1,2,3	Core
WSL 003 Reliability and Maintainability (R&M) For Logisticians		DAU	1,2,3	Core
LOG 200 Product Support Strategy Development, Part A		DAU	2,3	Core-Plus
LOG 201 Product Support Strategy Development, Part B		DAU	2,3	Core-Plus
LOG 235 Performance Based Logistics		DAU	2,3	Core-Plus
LOG 340 Life Cycle Product Support		DAU	3	Core-Plus
LOG 350 Enterprise Life Cycle Logistics Management		DAU	3	Core-Plus

Quality Assurance - Competency and Training Mapping

COMPETENCY	DEFINITION			
4. Design Documentation Review	Reviews and interprets drawings, specifications, and other technical documents using plans, models, digital data, and analytical and graphical software before, during, and after production.			
MINIMUM PROFICIENCY TARGET LEVELS				
Job Skill Level 1: Entry GS 7/9		Job Skill Level 2: Journeyman GS 11/12	Job Skill Level 3: Expert GS 13/14	
2		3	4	
BEHAVIORIAL INDICATORS				
Entry	<ul style="list-style-type: none">Reviews and interprets engineering drawings, schematic diagrams, or formulas.Assists in preparation of charts, graphs, or diagrams to illustrate workflow, routing, floor layouts, material handling, or machine utilization.Reviews documentation needed to support testing procedures.Interprets and applies laws, regulations, policies, standards, or procedures to specific issues.			
Journeyman	<ul style="list-style-type: none">Reviews and interprets engineering drawings, schematic diagrams, or formulas.Prepares charts, graphs, or diagrams to illustrate workflow, routing, floor layouts, material handling, or machine utilization.Interprets design requirements to ensure appropriate specifications are included.Interprets and applies laws, regulations, policies, standards, or procedures to specific issues.			
Expert	<ul style="list-style-type: none">Confers with management or engineering staff to evaluate compliance with quality or reliability requirements.Prepares charts, graphs, or diagrams to illustrate workflow, routing, floor layouts, material handling, or machine utilization.Interprets and applies laws, regulations, policies, standards, or procedures to specific issues.			
TRAINING				
COURSE		VENDOR	SKILL LEVEL	TYPE
Basic Blueprint Reading		Albany Tech	1,2,3	Core
CLC 024 Basic Math Tutorial		DAU	1,2,3	Core
CLL 008 Designing For Supportability in DoD Systems		DAU	1,2,3	Core
SYS 101 Fundamentals of Systems Planning, Research, Development, and Engineering		DAU	1,2,3	Core
LOG 204 Configuration Management		DAU	2,3	Core-Plus

Quality Assurance - Competency and Training Mapping

COMPETENCY	DEFINITION			
5. Product Test and Evaluation	Identifies pre and post acceptance testing on a specified product to ensure its safety, effectiveness, suitability, and survivability in an operational environment.			
MINIMUM PROFICIENCY TARGET LEVELS				
Job Skill Level 1: Entry GS 7/9		Job Skill Level 2: Journeyman GS 11/12	Job Skill Level 3: Expert GS 13/14	
2		3	4	
BEHAVIORAL INDICATORS				
Entry	<ul style="list-style-type: none">Conducts pre, in-process, and post Limited Technical Inspections (LTI).Collects and analyzes production samples to validate quality.Monitors testing procedures to ensure that all tests are performed according to established item specifications, standard test methods, or protocols.Accesses and reports product deficiency data.			
Journeyman	<ul style="list-style-type: none">Monitors pre, in-process, and post LTIs.Evaluates quality of production samples.Implements test and evaluation plans.Requests and recommends need for exhibit analyses in response to receiving reports of deficiencies, defects, and failure of products from both in-house and field activities.Recommends corrective actions to resolve customers’ reports of technical problems.Oversees the tracking of defects, test results, or other regularly reported quality control data.			
Expert	<ul style="list-style-type: none">Establishes test and evaluation plans and report results.Determines need for exhibit analysis in response to receiving reports of deficiencies, defects, and failure of products from both in-house and field activities.Plans or coordinates activities concerned with investigating and resolving customers' reports of technical problems.Directs the tracking of defects, test results, or other regularly reported quality control data.			
TRAINING				
COURSE		VENDOR	SKILL LEVEL	TYPE
CLM 037 Physical Inventories		DAU	1,2,3	Core
PQDR 101		NKO	1,2,3	Core
PQDR Originating Point Duties		NKO	1,2	Core
PQDR Root Cause Analysis		NKO	1,2,3	Core
PQDR Screening & Action Point Duties		NKO	1,2	Core
Root Cause Analysis		Euroquest	1,2,3	Core
TTL 006 Logistics Test and Evaluation		DAU	1,2,3	Core
WSL 007 Intermediate Supportability Test and Evaluation		DAU	2,3	Core-Plus

Quality Assurance - Competency and Training Mapping

COMPETENCY	DEFINITION			
6. Scientific Analysis	Identifies rules, principles, or relationships that explain scientific facts, data, or other information; and analyze information and make correct inferences or draw accurate conclusions.			
MINIMUM PROFICIENCY TARGET LEVELS				
Job Skill Level 1: Entry GS 7/9		Job Skill Level 2: Journeyman GS 11/12	Job Skill Level 3: Expert GS 13/14	
2		3	4	
BEHAVIORIAL INDICATORS				
Entry	<ul style="list-style-type: none">Conducts additional quality assurance inspections to support special investigations on hard-to-solve issues.Gathers project requests, proposals, or engineering data.Collects data for trend analyses.Understands technical information in order to identify product or service weaknesses.			
Journeyman	<ul style="list-style-type: none">Establishes guidelines to elevate negative trends to appropriate stakeholders.Conducts thorough analyses of technical information.Coordinates additional quality assurance inspections.Analyzes project requests, proposals, or engineering data to determine feasibility of products.			
Expert	<ul style="list-style-type: none">Ensures compliance with established guidelines.Takes appropriate action based on data analysis.Reviews data analyses to make recommendations to stakeholders.			
TRAINING				
COURSE		VENDOR	SKILL LEVEL	TYPE
CLB 007 Cost Analysis		DAU	1,2,3	Core
CLB 026 Forecasting Techniques		DAU	1,2,3	Core
CLC 024 Basic Math Tutorial		DAU	1,2,3	Core
CLL 012 Supportability Analysis		DAU	1,2,3	Core
MGMT 1310 Intro to Quality Assurance		Albany Tech	1,2,3	Core
MGMT 1315 Define and Measure		Albany Tech	1,2,3	Core
MGMT 1320 Analyze, Improve, Control		Albany Tech	1,2,3	Core
STAT7001A Practical Statistics		Graduate School USA	1,2,3	Core

Quality Assurance - Competency and Training Mapping

COMPETENCY	DEFINITION			
7. Manufacturing Process Control	Evaluates and monitors the manufacturing process to ensure products meet customer needs.			
MINIMUM PROFICIENCY TARGET LEVELS				
Job Skill Level 1: Entry GS 7/9		Job Skill Level 2: Journeyman GS 11/12	Job Skill Level 3: Expert GS 13/14	
2		3	4	
BEHAVIORIAL INDICATORS				
Entry	<ul style="list-style-type: none">Monitors quality of materials and supplies required to support production activities.Participates in routine and non-routine analyses of in-process materials, raw materials, environmental samples, finished goods, or stability samples.Participates in audits of products and processes for conformance to specifications and to detect processing and technical documentation deficiencies.Participates in investigations of customer complaints and deficiency reports.Monitors programs for controlling the accuracy of test and measuring equipment.Reports nonconforming materials.			
Journeyman	<ul style="list-style-type: none">Monitors and reports quality of materials and supplies required to support production activities.Conducts routine and non-routine analyses of in-process materials, raw materials, environmental samples, finished goods, or stability samples.Conducts audits of products and processes for conformance to specifications and to detect processing and technical documentation deficiencies.Investigates customer complaints and deficiency reports to identify causes and corrective actions to prevent recurrence.Evaluates and audits programs for controlling the accuracy of test and measuring equipment.Validates nonconforming material reports.			
Expert	<ul style="list-style-type: none">Reports and advises quality of materials and supplies required to support production activities.Reviews results and reports of routine and non-routine analyses.Reviews and publishes audits results.Assesses and validates customer complaints and deficiency reports.Oversees programs for controlling the accuracy of test and measuring equipment.Ensures nonconforming materials are properly handled.			
TRAINING				
COURSE		VENDOR	SKILL LEVEL	TYPE
AUDT7011G Audit Evidence and Documentation		Graduate School USA	1,2,3	Core
CLE 004 Introduction to Lean Enterprise Concepts		DAU	1,2,3	Core
CLE 007 Lean Six Sigma for Manufacturing		DAU	1,2,3	Core
CLE 015 Continuous Process Improvement Familiarization		DAU	1,2,3	Core
CLL 030 Reliability Centered Maintenance		DAU	1,2,3	Core
CLL 062 Counterfeit Prevention Awareness		DAU	1,2,3	Core
CLL 032 Preventing Counterfeit Electronic Parts from Entering DoD Supply System		DAU	1,2,3	Core

CLM 005 Industry Proposals and Communication	DAU	1,2,3	Core
CLM 037 Physical Inventories	DAU	1,2,3	Core
CLM 103 Quality Assurance Auditing	DAU	1,2,3	Core
MGMT 1310 Intro to Quality Assurance	Albany Tech	1,2,3	Core
MGMT 1315 Define and Measure	Albany Tech	1,2,3	Core
MGMT 1320 Analyze, Improve, Control	Albany Tech	1,2,3	Core
PQM 101 Production, Quality, and Manufacturing Fundamentals	DAU	1,2,3	Core
AUDT8021G Assessing Controls in Performance Audits	Graduate School USA	2,3	Core-Plus
CLL 201 Diminishing Manufacturing Sources and Material Shortages (DMSMS) Fundamentals	DAU	2,3	Core-Plus
MGMT 1340 Quality Assurance Philosophy	Albany Tech	2,3	Core-Plus
MGMT 1350 Quality Assurance Tools	Albany Tech	2,3	Core-Plus
MGMT 1360 Advanced Quality Assurance Process	Albany Tech	2,3	Core-Plus
PQM 201A Intermediate Production Quality and Manufacturing	DAU	2,3	Core-Plus
PQM 201B Intermediate Production Quality and Manufacturing	DAU	2,3	Core-Plus
PQM 301 Advanced Production Quality and Manufacturing	DAU	3	Core-Plus

Quality Assurance - Competency and Training Mapping

COMPETENCY	DEFINITION		
8. Quality Assurance	Plans, defines, develops, and documents quality requirements for products, services, processes, and systems that are suitable to the activities, proportional to the risk, and consistent with established agency guidance, practices, and standards.		
MINIMUM PROFICIENCY TARGET LEVELS			
Job Skill Level 1: Entry GS 7/9		Job Skill Level 2: Journeyman GS 11/12	Job Skill Level 3: Expert GS 13/14
2		3	4
BEHAVIORAL INDICATORS			
Entry	<ul style="list-style-type: none">• Conducts evaluations, examinations, or other fact finding studies to obtain or verify information.• Knowledge of laws, regulations, policies, standards, or procedures compliance.• Performs actions or operations to obtain or verify information.• Participates in reviews to determine trends by both statistical standards and technically well-developed subjective standards.• Knowledge of quality audit plans to verify process controls.• Identifies opportunities for process improvement.• Conducts quality assurance inspections and audits.• Analyzes quality data and reports on the quality level achieved.• Monitors contractor performance in accordance with established surveillance plan.• Awareness of DoD guidance as it relates to acquisition planning and contract awards process.• Knowledge of the application and use of computers and computer software.• Integrates quality assurance duties with other specialties to meet customer expectations.		
Journeyman	<ul style="list-style-type: none">• Coordinates and assesses evaluations, examinations, or other fact finding studies to obtain or verify information.• Evaluates and monitors compliance with laws, regulations, policies, standards, or procedures.• Supervises and observes individuals, activities, or operations to obtain or verify information.• Conducts reviews to determine trends by both statistical standards and technically well-developed subjective standards.• Supervises performance of quality inspections and audits to verify process controls.• Develops process improvement strategies.• Analyzes quality assurance inspection data.• Executes contract surveillance efforts in accordance with DoD guidance and established Performance Work Statements (PWS).• Reviews contractor technical proposals and participates in source selection committees.• Extensive knowledge in the application and use of computers and computer software.• Communicates quality assurance information to all relevant organizational departments, outside vendors, or contractors.		
Expert	<ul style="list-style-type: none">• Reviews and reports findings of evaluations, examinations, or other fact finding studies to stakeholders.• Ensures compliance with laws, regulations, policies, standards, or procedures.• Oversees, administers, and reviews trends by both statistical standards and technically well-developed subjective standards.• Develops and implements a quality inspection and audit plan to verify process controls and products or services meet customer requirements.• Approves or recommends process improvement initiatives.• Develops statements of work and technical standards.		

	<ul style="list-style-type: none">Creates, develops, and implements test criteria or procedures from technical data, users, decision-makers, system developers, and test organizations involved to meet customer requirements.Develops, manages, and accomplishes contract surveillance efforts in accordance with DoD guidance and established PWS.Participates with production, engineering, distribution, and other activities to develop plans and procedures for assuring quality and reliability of products and services.		
TRAINING			
COURSE	VENDOR	SKILL LEVEL	TYPE
CLB 007 Cost Analysis	DAU	1,2,3	Core
CLB 011 Budget Policy	DAU	1,2,3	Core
CLB 026 Forecasting Techniques	DAU	1,2,3	Core
CLC 011 Contracting for the Rest of Us	DAU	1,2,3	Core
CLE 004 Introduction to Lean Enterprise Concepts	DAU	1,2,3	Core
CLE 007 Lean Six Sigma for Manufacturing	DAU	1,2,3	Core
CLE 015 Continuous Process Improvement Familiarization	DAU	1,2,3	Core
CLL 004 Life Cycle Logistics for the Rest of Us	DAU	1,2,3	Core
CLM 037 Physical Inventories	DAU	1,2,3	Core
CLM 103 Quality Assurance Auditing	DAU	1,2,3	Core
CON 121 Contract Planning	DAU	1,2,3	Core
CON 124 Contract Execution	DAU	1,2,3	Core
CON 127 Contract Management	DAU	1,2,3	Core
ISO 9001 Internal Auditor	Euroquest	1,2,3	Core
MGMT 1310 Intro to Quality Assurance	Albany Tech	1,2,3	Core
MGMT 1315 Define and Measure	Albany Tech	1,2,3	Core
MGMT 1320 Analyze, Improve, Control	Albany Tech	1,2,3	Core
PQM 101 Production, Quality, and Manufacturing Fundamentals	DAU	1,2,3	Core
PQDR 101	NKO	1,2,3	Core
PQDR Originating Point Duties	NKO	1,2,3	Core
PQDR Root Cause Analysis	NKO	1,2,3	Core
PQDR Screening & Action Point Duties	NKO	1,2,3	Core
Root Cause Analysis	Euroquest	1,2,3	Core
MGMT 1340 Quality Assurance Philosophy	Albany Tech	2,3	Core-Plus
MGMT 1350 Quality Assurance Tools	Albany Tech	2,3	Core-Plus
MGMT 1360 Advanced Quality Assurance Process	Albany Tech	2,3	Core-Plus
PQM 201A Intermediate Production Quality and Manufacturing	DAU	2,3	Core-Plus
PQM 201B Intermediate Production Quality and Manufacturing	DAU	2,3	Core-Plus
PQM 301 Advanced Production Quality and Manufacturing	DAU	3	Core-Plus
ISO 9001 Certified Lead Auditor Training	Euroquest	2,3	Core-Plus

Quality Assurance - Competency and Training Mapping

COMPETENCY	DEFINITION			
9. Statistical Analysis	Applies mathematical or statistical theories and methods to collect, organize, interpret, and summarize numerical data to provide usable information.			
MINIMUM PROFICIENCY TARGET LEVELS				
Job Skill Level 1: Entry GS 7/9		Job Skill Level 2: Journeyman GS 11/12	Job Skill Level 3: Expert GS 13/14	
2		3	4	
BEHAVIORIAL INDICATORS				
Entry	<ul style="list-style-type: none">• Reports results of statistical analyses, including information in the form of graphs, charts, and tables.• Processes large amounts of data for statistical modeling and graphic analysis, using computers.• Prepares data for processing by organizing information, checking for any inaccuracies, and adjusting and weighting the raw data.• Evaluates sources of information to determine any limitations in terms of reliability or usability.• Basic knowledge of statistical methods to perform data gathering and analysis.			
Journeyman	<ul style="list-style-type: none">• Analyzes and interprets statistical data to identify relationships, trends, and significant differences among sources of information.• Reviews statistical methods and procedures used to obtain data to ensure validity, applicability, efficiency, and accuracy.• Plans data collection methods for specific projects and determine the types and sizes of sample groups to be used.• Extensive knowledge of statistical analysis and ability to determine which methods and results are appropriate.			
Expert	<ul style="list-style-type: none">• Evaluates sources of information and statistical methods and procedures used to obtain data.• Designs research projects that apply valid statistical techniques and use information obtained from baselines or historical data to structure uncompromised and efficient analyses.			
TRAINING				
COURSE		VENDOR	SKILL LEVEL	TYPE
CLB 007 Cost Analysis		DAU	1,2,3	Core
CLB 026 Forecasting Techniques		DAU	1,2,3	Core
CLC 024 Basic Math Tutorial		DAU	1,2,3	Core
CLL 012 Supportability Analysis		DAU	1,2,3	Core
MGMT 1310 Intro to Quality Assurance		Albany Tech	1,2,3	Core
MGMT 1315 Define and Measure		Albany Tech	1,2,3	Core
MGMT 1320 Analyze, Improve, Control		Albany Tech	1,2,3	Core
STAT7001A Practical Statistics		Graduate School USA	1,2,3	Core
STAT7100D Introduction to Statistics		Graduate School USA	1,2,3	Core
Statistical Process Control (SPC)		Euroquest	1,2,3	Core

Quality Assurance - Competency and Training Mapping

COMPETENCY	DEFINITION			
10. Technical Requirements Management	Researches, assesses, and validates technical requirements for a proposed or modified operational product, system, service, or program that meets customer requirements.			
MINIMUM PROFICIENCY TARGET LEVELS				
Job Skill Level 1: Entry GS 7/9		Job Skill Level 2: Journeyman GS 11/12	Job Skill Level 3: Expert GS 13/14	
2		3	4	
BEHAVIORIAL INDICATORS				
Entry	<ul style="list-style-type: none">Knowledge of technical requirements for all applicable systems.Participates in verification of system functional specifications.			
Journeyman	<ul style="list-style-type: none">Tracks and verifies technical requirements.Leads the verification of system functional specifications and plans to evolve system functional baseline.			
Expert	<ul style="list-style-type: none">Manages technical requirements.Ensures that system requirements and specifications are adhered to.			
TRAINING				
COURSE		VENDOR	SKILL LEVEL	TYPE
CLE 003 Technical Reviews		DAU	1,2,3	Core
CLE 017 Technical Planning		DAU	1,2,3	Core
CLV 017 Performance Measurement Baseline		DAU	1,2,3	Core
LOG 102 Fundamentals of System Sustainment Management		DAU	1,2,3	Core
SYS 101 Fundamentals of Systems Planning, Research, Development, and Engineering		DAU	1,2,3	Core

Appendix A. Acronyms Defined

◆ ALU	Army Logistics University
◆ BI	Behavioral Indicator
◆ COI	Community of Interest
◆ CPI	Continuous Process Improvement
◆ DAU	Defense Acquisition University
◆ DAWIA	Defense Acquisition Workforce Improvement Act
◆ DoD	Department of Defense
◆ GS	General Schedule
◆ IRCA	International Register of Certified Auditors
◆ LTI	Limited Technical Inspection
◆ NKO	Navy Knowledge Online
◆ PWS	Performance Work Statements
◆ PQDR	Product Quality Deficiency Report
◆ USMC	United States Marine Corps
◆ USN	United States Navy